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SaaS Manager Release Notes

December 2020

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Introduction

SaaS Manager integrates with a large group of SaaS applications, providing unparalleled business intelligence about when and how your users are interacting with the SaaS products licensed within your organization. SaaS Manager helps you discover, manage, optimize, and secure your SaaS subscriptions. It also identifies any unused, underused, or abandoned licenses, to help you rein in runaway spend.

New Features

SaaS Manager includes the following new features:

- [Office 365 Client Credentials \(Released December 28, 2020\)](#)
- [Project Client Credentials \(Microsoft\) Integration Instructions \(Released December 4, 2020\)](#)
- [Visio Client Credentials Integration Instructions \(Released December 4, 2020\)](#)

Office 365 Client Credentials (Released December 28, 2020)

The [Office 365 Client Credentials Integration Instructions](#) document how to integrate this application with SaaS Manager using the authentication method OAuth2 with client credentials. For now, these integration instructions are separate from the [Office 365](#) integration instructions. A future integration enhancement for Office 365 includes a single application supporting both authentication methods, OAuth2 and OAuth2 with client credentials.

Project Client Credentials (Microsoft) Integration Instructions (Released December 4, 2020)

The [Project Client Credentials \(Microsoft\) integration instructions](#) document how to integrate this application with SaaS Manager using the authentication method OAuth2 with client credentials. For now, these integration instructions are separate from the [Project \(Microsoft\)](#) integration instructions. A future integration enhancement for Project (Microsoft) includes a single application supporting both authentication methods, OAuth2 and OAuth2 with client credentials.

Visio Client Credentials Integration Instructions (Released December 4, 2020)

The [Visio Client Credentials integration instructions](#) document how to integrate this application with SaaS Manager using the authentication method OAuth2 with client credentials. For now, these integration instructions are separate from the [Visio](#) integration instructions. A future integration enhancement for Visio includes a single application supporting both authentication methods, OAuth2 and OAuth2 with client credentials.

Enhancements

SaaS Manager includes the following enhancements:

- [ServiceNow License Reclamation \(Released December 23, 2020\)](#)
- [Salesforce Minimum Permissions Required \(Released December 23, 2020\)](#)
- [Lucidchart License Differentiation \(Released December 4, 2020\)](#)
- [Smartsheet License Differentiation \(Released December 2, 2020\)](#)

ServiceNow License Reclamation (Released December 23, 2020)

License Reclamation is the process of taking back licenses from application users. These users fall into one of the following scenarios.

- Employees who are inactive in your organization's HR Roster

- Application users who have never logged in to an application
- Application users who are inactive

Reclaimed licenses help optimize SaaS spend and increase procurement efficiency because you avoid buying additional licenses for new license requests. You also limit security risks by reclaiming licenses from inactive employees in your HR Roster. To achieve these goals, SaaS Manager provides an automated License Reclamation workflow. In addition, SaaS Manager's reclamation history tracks each step of the License Reclamation workflow and each License Reclamation status. For details, refer to [Reclaiming Licenses](#).

The [ServiceNow integration instructions](#) were updated to reference the following license reclamation information:

- [Minimum Permissions Required](#)
- [Reclaiming ServiceNow User Licenses](#)
- [Reclamation API Endpoint](#)
- [Application Task Tracking](#)

Minimum Permissions Required

The account must have the following roles:

- web_service_admin
- rest_api_explorer

Reclaiming ServiceNow User Licenses

The following steps explain how to reclaim ServiceNow user licenses using the SaaS Manager user interface.



Task

To reclaim ServiceNow user licenses:

1. On the left-hand navigation of Flexera One, click **SaaS**.
2. On the **SaaS Applications** menu, click **Managed**. The **Managed Applications** screen appears.
3. For a new ServiceNow integration:
 - a. Add the ServiceNow application. Refer to [Adding an Application](#).
 - b. Select the **Reclamation** integration task from the **Add Application** screen.
 - c. Click **Authorize**.
 - d. Proceed to step 5.
4. For an existing ServiceNow integration:
 - a. On the **Managed Applications** screen, select the appropriate ServiceNow instance link.
 - b. Navigate to the ServiceNow **Application Details** screen and select the **Integration** tab.
 - c. Click **Edit** to edit the ServiceNow integration.
 - d. Select the **Reclamation** integration task from the **Add Application** screen.

- e. Click **Save**.
 - f. Proceed to step 5.
5. To enable license reclamation:
 - a. Navigate to the ServiceNow **Application Details** screen and select the **Integration** tab.
 - b. In the **Integration Tasks** table, select **Enabled** in the **Action** column for the **Reclamation** task.
6. To reclaim ServiceNow licenses, refer to [Reclaiming Licenses](#). Once the reclamation task is executed for the selected users, the entire account and licenses associated with that user will be deleted, and the user will no longer have access to ServiceNow.

Reclamation API Endpoint

`https://<<instance>>.service-now.com/api/now/v2/table/{tableName}/{sys_id}`

Application Task Tracking

Reclamation has been added to ServiceNow in the [Application Task Tracking](#) chart.

Salesforce Minimum Permissions Required (Released December 23, 2020)

In the [Salesforce](#) integration instructions, the Minimum Permissions Required section was updated. See the text below.

Minimum Permissions Required

A System Administrator account is required for initially authorizing the integration. Once that is completed, the account permissions may be lowered to “Read Only”.

Lucidchart License Differentiation (Released December 4, 2020)

The following [Lucidchart](#) integration instruction sections were updated to reflect the new Lucidchart license differentiation feature.

- [Application Roster](#)
- [License Types](#)
- [License Differentiation](#)
- [Application Task Tracking](#)

Application Roster

The Lucidchart application roster now stores the license types: View-Only and Can-Edit.

License Types

Lucidchart offers two types of licenses - [View-Only](#) vs [Can-Edit](#). The following table lists the Lucidchart license types displayed in the **Activity** tab.

Lucidchart License Types Displayed in the Activity Tab
View-Only
Can-Edit

License Differentiation

SaaS Manager offers a license differentiation feature that allows you to view users by license type. To view this license differentiation feature, navigate to the **Activity** tab of the Lucidchart **App Details** screen where you can filter and export the Lucidchart license types.

The total spend for the billable Lucidchart accounts displayed in the Lucidchart **App Details** screen is based on the Lucidchart license cost details entered in the [License Details](#) tab. For details, refer to [Entering license details for license differentiation](#).

Application Task Tracking

License Differentiation has been added to Lucidchart in the [Application Task Tracking](#) chart.

Smartsheet License Differentiation (Released December 2, 2020)

The following [Smartsheet](#) integration instruction sections were updated to reflect the new Smartsheet license differentiation feature.

- [Application Roster](#)
- [License Types](#)
- [License Differentiation](#)
- [Application Task Tracking](#)

Application Roster

The Smartsheet application roster now stores the license type based on the user role: Admin, Licensed User, and Free Collaborator.

License Types

The Smartsheet integration displays a list of licenses associated with each discovered user in the **Activity** tab. The license types are explained below.

Smartsheet License Types Displayed in the Activity Tab	Smartsheet Role
Admin	The user role is assigned as System Admin.

Smartsheet License Types Displayed in the Activity Tab	Smartsheet Role
Licensed User	The user role is assigned as Licensed User, Group Admin, or Resource Viewer
Free Collaborator	The user is neither a System Admin nor a Licensed User.

License Differentiation

SaaS Manager offers a license differentiation feature that allows you to view which users have free Smartsheet accounts and which users have paid Smartsheet accounts. To view this license differentiation feature, navigate to the **Activity** tab of the Smartsheet **App Details** screen where you can filter and export the Smartsheet license types.

The total spend for the paid Smartsheet accounts displayed in the Smartsheet **App Details** screen is based on the Smartsheet license cost details entered in the [License Details](#) tab. For details, refer to [Entering license details for license differentiation](#).

Application Task Tracking

License Differentiation has been added to Smartsheet in the [Application Task Tracking](#) chart.

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